

STANDARD OPERATING PROCEDURES



ADMINISTRATION DIVISION

ALARMS ORDINANCE UNIT

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

MASTER INDEX

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ALARMS ORDINANCE UNIT

STANDARD OPERATING PROCEDURES

City of Miami



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City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

C. H. J.
Unit Commander

03-29-19
Date

Second Quarter
Inspection:

C. H. J.
Unit Commander

06-28-19
Date

Third Quarter
Inspection:

C. H. J.
Unit Commander

09-25-19
Date

Fourth Quarter
Inspection:

Unit Commander

Date

Annual
Inspection:

Section Commander

Date



City of Miami



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City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

LETTER OF PROMULGATION

TO: ALL ALARM UNIT PERSONNEL

The enclosed Standard Operating Procedure is established to provide guidelines for the effective management and efficient operation of the Miami Police Department Burglar Alarm Unit.

The guidelines incorporated in these Standard Operating Procedures are meant only to supplement already established Departmental Orders and Administrative Directives.

All personnel assigned to the Alarm Unit are to abide by the guidelines set forth.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



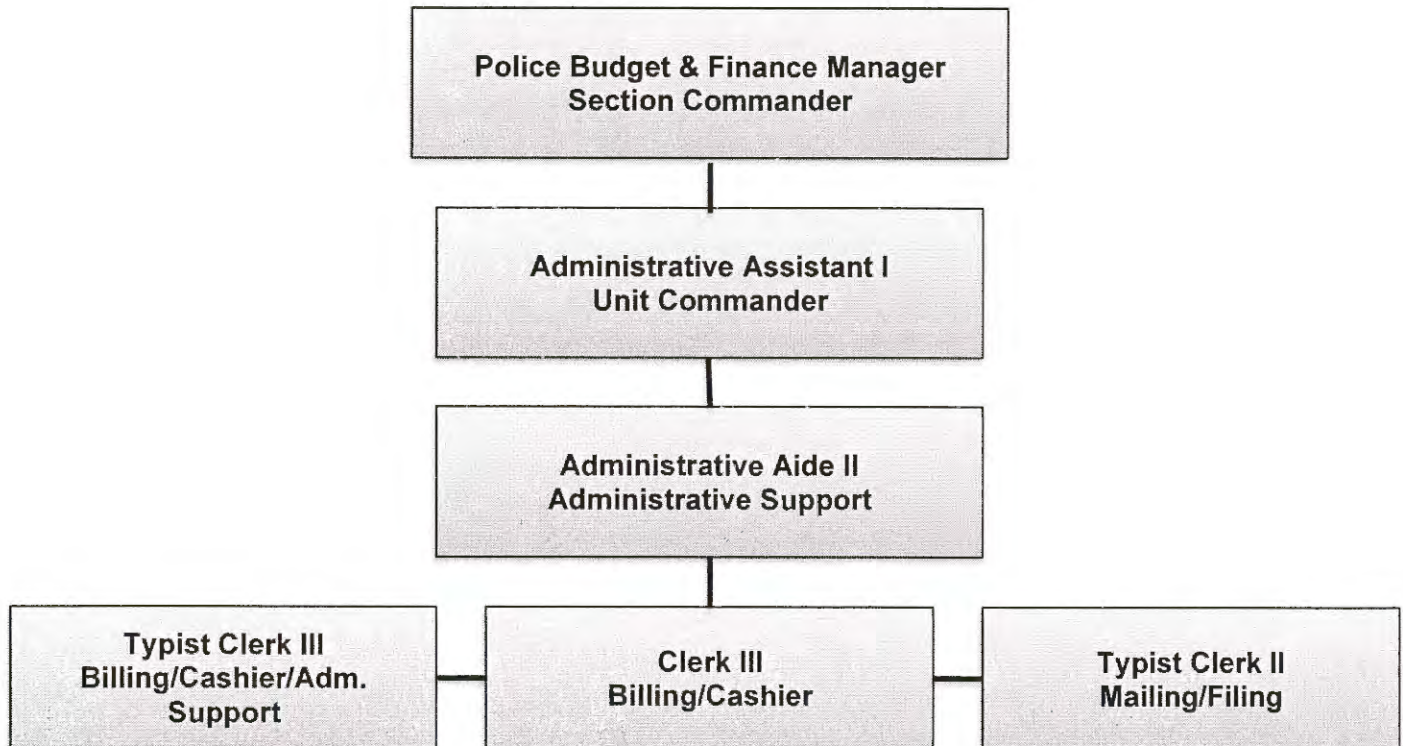
City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ORGANIZATIONAL CHART

ALARMS ORDINANCE UNIT



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

MISSION, GOALS AND OBJECTIVES

I. MISSION

The Alarm Unit mission is accomplished through the application of the Alarm Ordinance mandates.

II. GOALS

The unit is dedicated to improve the effectiveness of the Miami Police Department by facilitating a cooperative effort between the department, alarm users and alarm companies. This is essential in order to promote a mutual understanding between the alarm users and the alarm companies.

III. OBJECTIVES

The major objectives of the Alarm Unit are as follows:

- A. To incorporate into the number of active accounts those businesses or residences that are currently in violation of the Alarm Ordinance.
- B. To reduce the number of false alarm activations.
- C. To maintain accurate and updated record of all collections.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM DETAIL

STANDARD OPERATING PROCEDURES

DUTY HOURS AND DRESS

The assignments, days off and duty hours will change when necessary to meet the needs of the Miami Police Department in accomplishing its mission.

The basic guidelines are as follows:

I. DUTY HOURS

- A. Unit Commander will work nine (9) hours tour of duty with one hour allowable for lunch.
- B. The civilian personnel will work a nine (9) hours tour of duty with an unpaid hour off for lunch. Standard working hours for civilian personnel will be from 0700 to 1600 or as directed by the supervisor.
- C. Days off are Saturday and Sundays, including all official City of Miami designated holidays or as directed by the supervisor.
- D. All personnel will promptly report daily to the office, at the beginning of their tour of duty.
- E. Unit hours open to the public is Monday-Friday from 0800 to 1500.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



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DUTY HOURS AND DRESS
(Continuation)

II. DRESS CODE

- A. All civilian personnel clothing and appearance shall conform to established citywide policies and the departmental orders guidelines.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES OF MEMBERS

- I. Alarm Unit Commander:
 - A. Supervise one (1) Administrative Aide II, one (1) Typist Clerk III, one (1) Clerk III, and one (1) Typist Clerk II
 - B. Daily audits of all entries.
 - C. Daily transfer of POS receipts to Oracle.
 - D. Establish daily work assignments for all personnel.
 - E. Supervise daily operational activities.
 - F. Responsible for the office review of all collections.
 - G. Establish procedures for the collection of burglar alarms fines.
 - H. Review and submit monthly activity reports no later than five (5) working days after the end of the month.
 - I. Prepare Annual Employee Performance Evaluations.
 - J. Responsible for all adjustments related to appeals of false activations up to \$100.00
 - K. Serve as a liaison between the alarm companies and the alarm users.
 - L. Work directly with the Finance Department and Information Technology Department as well as the Oracle System Staff to assure proper BA System functionality.
 - M. Initiate commendations and reprimands with appropriate disciplinary action when necessary.
 - N. Reviews all documentation for compliance with state records retention schedule and city policy.
 - O. Supervise the unit record management system.

Carlos A. Hernandez
Commander
Alarm

03-29-19

Effective Date



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DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continuation)

- P. Schedule vacations to avoid shortage of personnel, specifically during the months of August and September, which are utilized for the renewals of all burglar alarm permits.

II. Administrative Aide II:

- A. Serves as Acting Commander in the absence of the Unit Commander.
- B. Maintain Action Items and Revocation Action Item screens which includes the mailing of all certified notices.
- C. Resolve disputes in the absence of the Unit Commander.
- D. Maintain record of NSF Accounts.
- E. Assist the incoming public and telephone inquiries.
- F. Assist in the collection of fines and permit fees in accordance with the fee assessment required by the burglar alarm ordinance.
- G. Responsible for maintaining the record of non-permitted fines without return receipts.
- H. Perform related work as required.
- I. Responsible for filing certified notices and related documents.

III. Typist Clerk III:

- A. Responsible for assisting incoming public with the application process.
- B. Process payments in the POS System.
- C. Assign customer number to new permits and update existing alarm user records in BA System and the Oracle System as necessary.
- D. Daily entries of permit fees and fines in BA.
- E. Compare Building and Zoning Report against our current burglar alarm database to notify alarms not in compliance with the ordinance.
- F. Answer and resolve telephone inquiries.
- G. Daily distribution of all incoming mail.
- H. Maintain Action Item Screen in the BA System and this function includes daily mailing of via certified or regular mail notices.
- I. Open daily incoming mail and performs other duties as required.
- J. Collects manual certified return receipts from the Post Office.
- K. Daily filing of new permits and documents related to permitted accounts.

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DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continuation)

IV. Clerk III:

- A. Responsible for the billing of false alarms to permitted/non-permitted accounts.
- B. Responsible for processing payments of Police College Fees in POS System.
- C. Prepares adjustments in the Oracle System of all cancellations.
- D. Assist with the telephone and incoming public.
- E. Maintain daily record of accounts billed.
- F. Responsible for the unit filing of alarm permit cancellations.

V. Typist Clerk II:

- A. Responsible for filing certified notices and False Alarm Report daily.
- B. Maintain Action Item Screen in the BA System and this function includes daily typing of labels and mailing of via certified and regular mail notices.
- C. Daily filing of new permits and documents related to permitted accounts.
- D. Daily mailing of FA1&2, and the pulling and mailing of decals for renewal permits. As well as the mailing of all regular invoices for the Unit.
- E. Assist the incoming public and telephone inquiries.
- F. Assist with the typing of emergency contact in the BA System.

City of Miami



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City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

PROGRAMS AND PROJECTS, OR FUNCTIONS

I. FUNCTIONS

- A. Responsible for yearly massive mailing of alarm permits renewal bills.
- B. Renew and update more than 15,000 permits every year.
- C. Collect alarm permits and fines that are due to the city.
- D. Process on average 150 permits monthly.
- E. Process on average 300 fines monthly.
- F. Maintain record of false alarm reports.
- G. Responsible for the mailing of notices to alarm users.
- H. Conduct formal and informal hearings.
- I. Prepare Account Receivables Report.
- J. Settles disputes between alarm companies and alarm users.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

POLICIES

The Police Budget and Finance Manager of the Business Management Section shall be responsible for overseeing the Miami Police Department's Alarm Ordinance Unit.

All personnel assigned to the Alarm Ordinance Unit shall be responsible for knowing and complying with these Standard Operating Procedures, Departmental Orders, Rules and Regulations, and all other written policies and procedures relating to their employment and the discharge of their duties.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S. O. P. 1

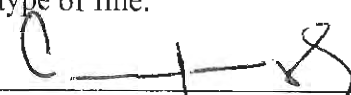
SUBJECT: INFORMAL HEARINGS

PURPOSE: To set forth the guidelines for Informal Administrative Hearings.

Hearings will be granted to alarm users upon request providing the procedures mandated by the City Ordinance are followed.

Personnel scheduling a false alarm dispute related to any of the following categories of false alarm fines must follow the criteria specified in each category:

- a) Non-Permitted Fines: Must show proof that extraordinary circumstances outside of the alarm user's control were present. No hearing request should be taken in this category for reasons such as: automobile accident, accidental cutting of telephone or power line, damage line due to a service performed by a construction crew, extended power outage of over four (4) hours, any police response exceeding 60 minutes time from the initial time department received call, to the actual arrival time. This fine is a clear violation of the Alarm Ordinance and reasons above-mentioned will not apply in this case.
- b) Expired – Fines: Alarm user must show proof that valid reasons such as: failure to receive renewal bill due to incorrect address on file, returned mail due to other circumstances, failure to receive decal with deadline. All first year customers must visit the Alarm Unit's office in person in order to request a hearing of this type of fine.


 Carlos A. Hernandez
 Alarm Unit Commander

03-29-19
 Effective Date



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STANDARD OPERATING PROCEDURES: S. O. P. 1
(Continued)

c) False Alarm Activations: This category includes all permits with paid renewal or application fee that have generated one or more false alarm charges. Alarm users requesting a hearing under this category must have a valid reason(s) as provided in the following examples:

1. Activation as a result of a criminal act.
2. Activation caused by automobile accident.
3. Any activation as a result of accidental cutting of telephone or power lines.
4. Activation provoked by a construction crew.
5. Any activation due to extended power outage.
6. All activations with a police response delay of 60 minutes time from the initial time the department received call, to actual time of arrival.
7. Activations as a result of any extraordinary circumstance outside of alarm system user's control such as alarm system malfunction.

When the unit schedules a false alarm for hearing, a form must be submitted to the Unit Commander. Furthermore, it is the responsibility of the hearing officer, Alarm Unit Commander, to make all necessary adjustments in the Oracle System. All adjustments will be approved by the Finance Department or the Section Commander.

Upon an alarm user's request, a waiver of fees may be granted for the second and each additional false alarm occurring within twenty four (24) hour period, whether the account is Expired, Non-Permitted, or Permitted.



Carlos A. Hernandez
Alarm Unit Commander

03-29-19

Effective Date

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S.O.P. 2

SUBJECT: FORMAL ADMINISTRATIVE HEARINGS

PURPOSE: To set forth the guidelines for Administrative Hearings

SCOPE: Unresolved disputes at the informal level will be forwarded to the Section Commander. Hearings will be in the presence of the Section Commander, the Alarm Unit Commander, alarm user or the alarm user's representative. Evidence and testimony will be presented at this hearing that will be considered in the waiver.

Hearings will only be held under the department guidelines as well as the mandates of the Alarm Ordinance, and the policies established by the Chief of Police.

Upon an alarm user's request, a waiver of fees may be granted for the second and each additional false alarm occurring within a twenty four (24) hour period, whether the account is Expired, Non-Permitted, or Permitted.

Carlos A. Hernandez
Alarm Unit Commander

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S. O. P. 3

SUBJECT: PERMITS

PURPOSE: To set forth the guidelines for the issuance of permits in the Alarm Unit.

SCOPE: New permits are issued on a daily basis.

All incoming applications will be screened for completeness, and will include the following:

1. A customer number must be assigned to each permit application prior to entering this information in the BA System. BA Clerk responsible for entering new permits in the system must follow procedure implemented for the creation of new customers in Oracle.
2. Once a customer number is assigned to the new permit application, BA Clerk must assign an available permit number to the customer.
3. BA Clerk will enter all information pertaining to the application in the BA System and make necessary updates in Oracle.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



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STANDARD OPERATING PROCEDURES: S. O. P. 3

(Continued)

4. New registration letter generated by the system together with the permit decal and a informative yellow package will be mailed to the alarm user.

5. The application information will be recorded into the computer on the date the permit was sold.

ALL CITY OF MIAMI OFFICES WILL BE ISSUED PERMITS FREE OF CHARGE.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S. O. P. 4

SUBJECT: NON-PERMITTED ACCOUNTS

PURPOSE: To set forth the guidelines for processing Non-Permitted Fines.

SCOPE: Any alarm which does not have a permit will be assigned a customer number and fined in the following manner:

1. First false alarm, certified notice to the alarm user advising "no further police response" along with an invoice in the amount of \$292.50, which includes the fine of \$210.00 and the permit fee of \$82.50

After this activation and a return receipt are received, the account will be placed on a no-response status until alarm permit is obtained, and all outstanding fees are resolved.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S. O. P. 5

SUBJECT: EXPIRED PERMITTED ACCOUNTS

PURPOSE: To set forth the guidelines for handling Expired Permits Fines.

SCOPE: Any alarm user who has a permit, but has allowed that permit to expire, will be fined in the following manner.

1. First false alarm, certified notice advising “no further police response” and notifying the alarm user of a new renewal fee of **\$82.50** and the fine invoice of \$240.00 will be mailed out on the same date of the certified notice via regular mail.
2. After this activation and a return receipt is received, the permit will be placed on a no-response status until alarm permit is obtained, and fine resolved.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S. O. P. 6

SUBJECT: BILLING REPORT

PURPOSE: To set forth the guidelines for maintaining a daily billing report

SCOPE: Clerk III is responsible for maintaining a daily report of all customers receiving an invoice. The report is updated on a daily basis, and it contains the customer service address and the false alarm fine generated for each customer.

This report serves as a record of all daily false alarm activations, and it is examined on a weekly basis by Unit Commander for accuracy and completeness.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S. O. P. 7

SUBJECT: INVOICES

PURPOSE: To set forth the guidelines for processing all invoices.

SCOPE: Invoices are mailed out to the customer on a daily basis.

The Alarm Unit does not maintain a hard copy of these invoices on file. Invoices are created in the Burglar Alarm System and move electronically to Oracle where they can be access at anytime.

Invoices are mailed via regular mail to the alarm users with the exception of non-permitted, expired, revoke and alarm company bills.

Typist Clerk II is responsible for mailing bills and Clerk III is responsible for mailing non-permitted, expired and revoke bills along with the certified notice to all alarm users.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



ALARM UNIT

EMILIO T. GONZALEZ, Ph.D.
City Manager

STANDARD OPERATING PROCEDURES


S. O. P. 8

SUBJECT: DEPOSITS

PURPOSE: To set forth the guidelines for daily deposits.

SCOPE: Typist Clerk III, and Clerk III will process all payments on a daily basis in the Point of Sale Computer (POS System). They will submit POS Deposit Slip, Transaction Type Report and Detail Management Report to the Unit Commander along with all the cash, checks and credit card payment documentation. Unit Commander will review all daily entries prior to preparing daily deposits of all transactions received in the unit. All bank deposits will be prepared as follows:

1. **Money bag** will contain all checks endorsed by the POS System as well as any cash collected on that date. White copy of the bank deposit slip must be included with the checks and cash deposit. This bank deposit slip will include the number of transactions being deposit and money bag number must be written on the left lower portion of the slip.
2. **Unit file** will have yellow copy of checking account deposit slip and POS documentation will be kept as the unit record for the daily deposit along with excels spreadsheet tally report, money bag slip and the official receipt of the deposit from Property
3. Pink copy of checking account deposit slip will go to the Property Unit with a copy of the money bag slip.
4. **Finance Department** will receive electronic confirmation of our deposits on a daily basis.



Carlos A. Hernandez
Commander
Alarm Unit

03-29-19
Effective Date



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STANDARD OPERATING PROCEDURES: S.O.P. 8
(Continued)

The moneybag must be sealed, and it will specify date, deposit amount, and unit name. Then, it will be taken to Property Unit for deposit on a daily basis.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S. O. P. 9

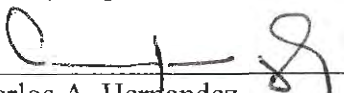
SUBJECT: PAYMENTS

PURPOSE: To set forth the guidelines for handling City of Miami Funds.

SCOPE: Unit personnel may accept cash, money orders, cashier's checks, personal or business checks and credit cards (Visa or Master Card). All checks will be made payable to the "City of Miami".

Personnel handling the transaction will write the following information on the check:

1. The permit number will be placed on the left hand side of the check (memo portion) along with the Oracle Invoice number being paid associated with that permit number.
2. The Oracle Customer Number should be written on the top right corner of the check.
3. Walk-in payments in the form of a check will require a driver's license number.
4. All payments must be processed immediately in the unit's POS System.
5. All payments must be given to the Unit Commander prior to **4:00 p.m.** He will make a daily deposit of all monies collected.


 Carlos A. Hernandez
 Commander
 Alarm Unit

03-29-19
 Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S.O.P. 10

SUBJECT: EMERGENCY MOBILIZATION AND WORK RESPONSIBILITY

PURPOSE: To set forth the guidelines for contacting personnel assigned to the Alarm Unit.

SCOPE: The Unit Commander will be responsible for contacting the personnel, after being alerted either by the Section Commander of his designee.

The Unit Commander will be assigned to supervisory responsibilities as requested by the Section Commander.

Unit personnel, without specified section responsibilities, will be assigned operational duties through the Patrol Section.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S.O.P. 11

SUBJECT: HURRICANE OPERATIONS

PURPOSE: To set forth the procedures to follow by the Business Management Section personnel in the event that a hurricane threaten the City of Miami.

SCOPE: All Business Management Section personnel will be available for duty during a hurricane threat. Personnel will be advised of emergency work schedules when hurricane warnings are issued.

GENERAL RESPONSIBILITIES: Refer to Departmental Order 14, Chapter 3.

Business Management Section supervisors will assign sufficient personnel under their command to secure and protect property and records in their areas of responsibility.

1. Each Unit/Detail assigned to the Business Management Section will establish a roster and time schedule for personnel (under their command) who will remain on duty or be available for duty.
2. Following a checklist, supervisors from each Unit/Detail will ensure that their areas of responsibility have been secured.

Carlos A. Hernandez
Commander
Alarm Unit

03-29-19
Effective Date



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HURRICANE PROCEDURES: S. O. P. 11

(Continued)

3. As soon as feasible or when operating strength permits, on-duty personnel will be relieved to secure their homes. A maximum of 4 hours "E/O" or "V" time may be granted for this purpose.
4. Personnel who have not been designated to work during the hurricane will be notified when the City Manager has authorized their release.

AFTER HURRICANE HAS PASSED: When notified that the hurricane has passed the Miami area, the Business Management Section Commander, will take the following actions:

1. Determine personnel needs and call in off-duty personnel.
2. When appropriate, relieve personnel who worked during the hurricane.
3. Prepare and submit a report of emergency purchases to the E.O.C. Commander.
4. Prepare an After Action Report for the section.
5. All false alarms occurring from the day of the hurricane up to two (2) weeks after should be waived. (An established computer program ensures fines are waived).

City of Miami



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City Manager

ALARM UNIT

STANDARD OPERATING PROCEDURES

S.O.P. 12

SUBJECT: PETTY CASH POLICY

PURPOSE: To set forth the procedures to follow by the Alarm Unit personnel.

- A. Petty cash funds shall be established through submission of written requests by the Department Director to the Finance Director.
- B. Petty cash funds may be used only as cash exchange for the general public.
- C. All funds are to be kept under lock and key when not in use.
- D. Petty cash custodian must maintain a journal detailing daily transactions. This journal must reflect transaction date, amount disbursed, to whom monies disbursed and purpose of disbursement, as per Departmental Order 8, Chapter 2, 4, 9.
- E. Petty cash funds must be reconciled monthly and a Reconciliation Report submitted to the Budget Unit, to show an accounting of funds as follows:

Original Fund Balance	\$ _____
Cash Disbursements	\$ _____
Cash on Hand	\$ _____
Reimbursement Request	\$ _____

(Supported by the original receipts attached)

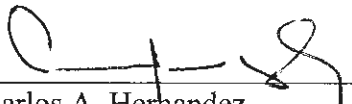
Petty cash CAN ONLY BE USE AS CASH EXCHANGE.

- F. When there is a change in custodianship, the custodian releasing the funds shall submit a memorandum to the Budget Unit, transferring the custodianship to the new custodian. The new custodian who received the funds will sign a change in custodian form, indicating the amount of funds received.



STANDARD OPERATING PROCEDURES: S.O.P. 12
(Continuation)

- G. In accordance with City Manager's Directive APM 1-77, Department Heads, Assistant City Managers and Labor Relations Offices are authorized to incur expenses for meals. Such expenses are to be reported on the regular Expense report form. Petty Cash is not to be used for this purpose.



Carlos A. Hernandez
Commander
Alarm Unit

03-29-19
Effective Date